

United States of America
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20580

Inkoo Kang
MuckRock.com
DEPT MR 2283, PO Box 55819
Boston, MA 02205-5819

FEB 19 2013

Re: FOIA-2013-00432
eharmony.com

Dear M/M. Kang:

This is in response to your request dated January 30, 2013, under the Freedom of Information Act seeking access to all complaints regarding eharmony.com. In that request, you asked for a fee waiver for any charges incurred in processing your request. There were no charges incurred in processing your request, and therefore a determination regarding your request for a fee waiver was not required. We have continued processing your request in accordance with the FOIA and agency policy.

We have searched our records, as of January 31, 2013, the date we received your request in our FOIA office. We have located 301 responsive complaints. I am granting partial access to, and am enclosing copies of, the accessible records. 4 complaints, and portions of other complaints, are subject to two of the nine exemptions to the FOIA's disclosure requirements, as explained below.

We are withholding 4 complaints under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because they are exempt from disclosure by another statute; specifically, Section 21(f) of the FTC Act provides that the FTC may not disclose any material reflecting a consumer complaint obtained from a foreign source if that foreign source has requested confidential treatment. 15 U.S.C. § 57b-2(f).

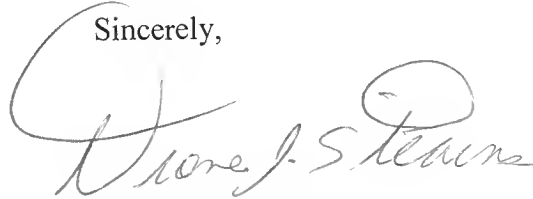
Enclosed are 297 responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of the date of this

letter. Please enclose a copy of your original request and a copy of this response. If you believe that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Erin Mischler at (202) 326-3577.

Sincerely,

A handwritten signature in cursive script, reading "Dione J. Stearns". The signature is written in dark ink and is positioned below the word "Sincerely,".

Dione J. Stearns
Assistant General Counsel

Enclosed: 1 CD